ABSTRACT

Methods and systems for analyzing voice information to determine if specific words or phrases are used or if the voice information exhibits a particular pattern of speech. Depending on which words or phrases are determined to have been used, a specific action or actions is taken. The words or phrases along with the actions may be user specified. In one example, a voice message is analyzed to determine if it includes any of the specified words or phrases or whether it exhibits a particular pattern of speech. If so, a specified action, such as forwarding the voice message to a particular person, is performed. In another example, voice information from a called person is analyzed to gain information regarding the status of a call. This information may be used, for example, for generating call statistics or notifying a supervisor on the status of a call.